

DTS Enterprise Incident Report

As of 8/1/2011

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Human Resource Management	1	93	1	95
	1	71	0	72
Customer Company Total	1	93	1	95
	1	71	0	72

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Human Resource Management	1 0	93 9	1 0	95 9
Customer Company Total	1 0	93 9	1 0	95 9

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Human Resource Management	1 0.00	93 0.26	1 0.55	95 0.26
Customer Company Total	1 0.00	93 0.26	1 0.55	95 0.26

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Human Resource Management	1 0	93 5	1 0	95 5
Customer Company Total	1 0	93 5	1 0	95 5

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Human Resource Management	1 0.04	93 3.19	1 1.08	95 3.13
Customer Company Total	1 0.04	93 3.19	1 1.08	95 3.13

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Human Resource Management

Detail

INC000000330632	Bart Olsen Capitol Desktop Support	Application Brian Bintz	Reporting Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.46 96.96
INC000000336768	Alan Lake Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.36 6.80
INC000000337161	John Golom Help Desk	Mobile Devices Eileen Dubach	None Human Resource Management	BlackBerry Configuration Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 2.96
INC000000340290	Kathy Mares Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000340413	Alan Lake Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.63 22.60
INC000000340588	Jolene Davis Rural Central Desktop Support	Application Robert Case	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 2.90
INC000000341043	John Golom Metro C Help Desk	None Reed Stohel	None Human Resource Management	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341111	John Golom Metro C Desktop Support	Print/Copy/Scan/Fax Ken Knobel	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000341741	Jay Jensen Metro A Help Desk	Application Cindy Schroeder	Reporting Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.78
INC000000341800	Karen Harris Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000341969	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341974	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341976	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341981	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341982	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341996	Kathy Mares Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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Human Resource Management

INC000000342158	Sarah Tice	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	High	Closed	TTR Missed:	No	TTR:	0.04
INC000000342206	Cleo Bird	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000342378	April Nicholls	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	2.13
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	2.13
INC000000342397	Con Whipple	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000342633	Terry Haywood	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000342885	Sharyn Weiser	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000342917	Terry Haywood	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343106	John Golom	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343228	Rosanne Ricks	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343323	Shannon Casias	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343607	Michelle Matsuura	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343633	Michelle Matsuura	Application	Error	None		TIR Missed:	No	TIR:	0.12
	Security	Bart Grant	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	1.02
INC000000343834	Karen Heaton	Network	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000344076	Rachel Dodge	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000344165	Jill Barela	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Cody Flanders	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000344181	Terry Haywood	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000344283	Bart Olsen	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed:	No	TTR:	0.03

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INC000000344491	Dave Gardner	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.03
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low Closed	TTR Missed: No	TTR: 2.23
INC000000345056	Con Whipple	Network	Error	None	TIR Missed: No	TIR: 0.59
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	TTR: 5.14
INC000000345436	Monica Jimenez	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000345665	April Nicholls	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.02
INC000000345679	Paul Edlefsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.35
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low Closed	TTR Missed: No	TTR: 3.63
INC000000345937	Linda Trujillo	Application	Error	None	TIR Missed: No	TIR: 0.55
	Metro D Desktop Support	Steve Gibb	Human Resource Management	Medium Closed	TTR Missed: No	TTR: 1.08
INC000000346055	Lowe Rudd	Application	None	None	TIR Missed: No	TIR: 0.59
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	TTR: 2.25
INC000000346075	Larene Wyss	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Resolved	TTR Missed: Yes	TTR: 51.51
INC000000346094	Letty Debenham	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	TTR: 1.20
INC000000346098	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000346102	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000346104	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000346106	Kathy Mares	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000346108	Kathy Mares	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00
INC000000346181	Linda Barrow	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.02
INC000000346209	Dan Chadwick	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.03
INC000000346283	Jerry Aszmus	Application	Password	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000346335	Con Whipple Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000346386	Terry Haywood Metro C Help Desk	None Torrens Arnold	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346461	Jeri Lea Buckley Metro C Desktop Support	None Cody Flanders	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346601	Dana Powers Metro B Help Desk	Application Val Shepherd	None Human Resource Management	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346604	Dana Powers Metro B Help Desk	Application Gary Graham	Reporting Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.15
INC000000346710	Dan Brentel Metro C Help Desk	None Torrens Arnold	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346836	Alan Lake Capitol Desktop Support	PC/Laptop Brian Bintz	None Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.27 70.98
INC000000347021	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347022	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347034	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347070	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347073	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347094	Linda Barrow Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347105	Kathy Mares Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347115	Sandra Johnston Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347119	Sandra Johnston Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347594	Cleo Bird Metro C Help Desk	Network Reed Stohel	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000347746	Dave Gardner	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000349402	Meredith John	None	None	None		TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Cody Flanders	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000349473	Anita Quibell	None	None	Human Resource Enterprise		TIR Missed: No	TIR: 0.09
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000350077	Marianne Schow	Application	None	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000350371	Terry Haywood	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000350466	Linda Whitney	EIS Hardware	Printer	None		TIR Missed: Yes	TIR: 4.74
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 5.51
INC000000350724	Dave Gardner	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000350901	Mary Ann Davis	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.45
	Help Desk	Sarah Johnson	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.45
INC000000350925	Bethany Alsobrook	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000350935	Linda Whitney	Application	Error	Remedy Incident Management		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000351143	Evelyn Gruter	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000351473	Paul Edlefsen	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.24
	Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.24
INC000000351552	John Golom	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.07
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 1.07
INC000000352785	Terry Haywood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000352795	Jeri Lea Buckley	None	None	None		TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Cody Flanders	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353113	Michelle Matsuura	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353185	Rachel Peterson	EIS Hardware	Printer	None		TIR Missed: Yes	TIR: 2.35
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Resolved	TTR Missed: No	TTR: 2.35

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INC000000353259	Dan Chadwick	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.18
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	2.45
INC000000353644	Rachel Dodge	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	
INC000000354184	Jill Barela	None	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354461	Dave Gardner	Print/Copy/Scan/Fax	Queue	None		TIR Missed: Yes	TIR:	1.62
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000354470	Natalie Gearheart	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354698	Mary Ann Davis	Telecom	None	None		TIR Missed: No	TIR:	0.47
	Voice Operations	Lois Schow	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000354790	Mary Ann Davis	None	None	None		TIR Missed: No	TIR:	0.41
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	1.93
INC000000354877	Mary Ann Davis	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.53
	Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000355327	Mary Ann Davis	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000355385	Sarah Tice	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000355430	Natalie Gearheart	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00